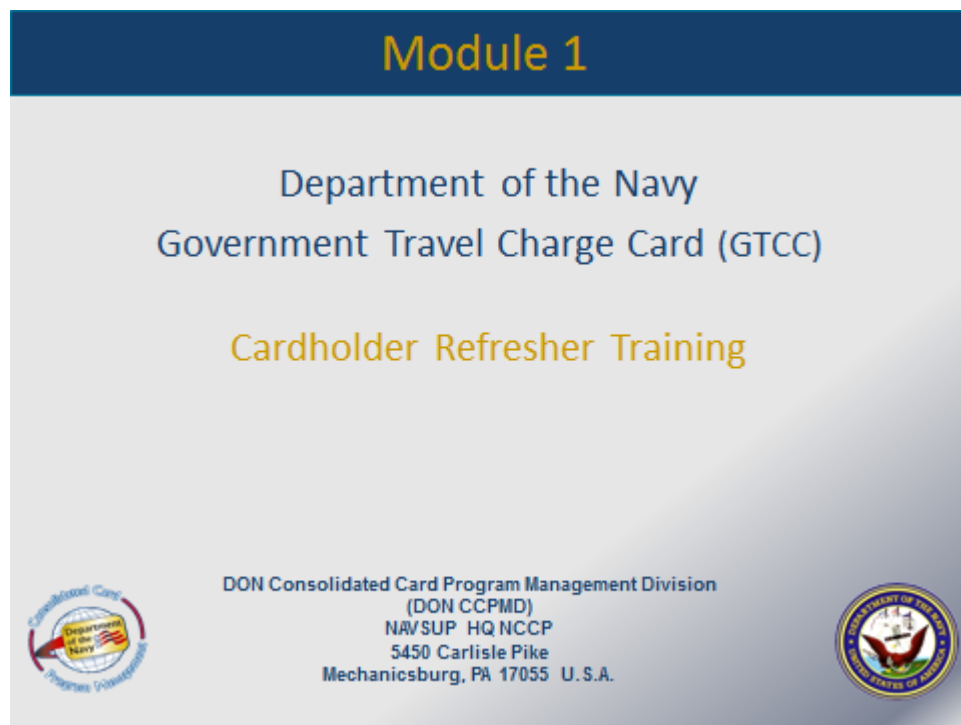


DON GTCC Cardholder Refresher Training  
Module 1



This is Module 1 of the Government Travel Charge Card Cardholder Refresher Training.

# DON GTCC Cardholder Refresher Training

## Module 1

### Module Objectives

- Updating Travel Card Requirements
- Statement of Understanding
- Replacement Travel Card
- Cardholder Responsibilities
- Travel Card Use
- State Taxes
- Travel Card Payment

This lesson will cover these 15 objectives.

- Updating Travel Card Requirements
- Statement of Understanding
- Receiving a Replacement Travel Card
- Cardholder Responsibilities
- Travel Card Use
- State Taxes
- Travel Card Payment

## DON GTCC Cardholder Refresher Training Module 1

### Lesson Objectives

- Split Disbursement
- Filing a Split Disbursement Claim
- Credit Balance
- Rental Vehicle Assistance
- Delinquency Timeline
- Salary Offset
- Check-in/Check-out Procedures

Continuing the list of our module objectives:

- Split Disbursement
- Filing a Split Disbursement Claim
- Account with a credit balance
- Rental Vehicle Assistance
- Delinquency Timeline
- Salary Offset
- Check-in/Check-out Procedures

## DON GTCC Cardholder Refresher Training Module 1

### Updating Requirements

- Refresher Training Certificate and newly signed SOU to APC
- Update POC information in bank's system
  - ❑ E-mail address, phone, text messages alerts, mailing address, opt in or out of paperless billing
- Update DTS profile
  - ❑ Ensure Travel Card expiration date is up to date

To update your requirements as a Travel Cardholder, complete this refresher training and provide the completion certificate and a newly signed Statement of Understanding (SOU) to your Agency Program Coordinator (APC) every 3 years.

The SOU explains Travel Card program policies and procedures.

A current copy of the SOU form can be obtained from your APC or on the Consolidated Card Program Management Division (CCPMD) website.

To update or change your profile, login into the bank's system and DTS.

This includes changes to your email address, phone, text messages alerts, mailing address, and the option to elect paperless billing

When you are updating DTS, make sure your Travel Card expiration date is current.

## DON GTCC Cardholder Refresher Training Module 1

### Updating Requirements

- Use the form on back of billing statement
- Bank's toll free number for Cardholders:  
(800) 200-7056
- CitiManager Website
- Agency Program Coordinator (APC)

If you have a change in personal information, notify the bank or APC of the change to ensure that you receive your Travel Card billing statement.

Your first option is to use the form provided on the back of your monthly bank statement and follow the instructions provided there.

Second you can call the Bank, toll free at 1-800-200-7056.

The third and preferred option is to log into CitiManager and update your profile online.

Or you can contact your APC.

## DON GTCC Cardholder Refresher Training Module 1

### Statement of Understanding

- SOU is the agreement between you and the Government
- You are liable for the terms in the SOU
- This agreement should be updated at a minimum of every three years

DEFENSE TRAVEL MANAGEMENT OFFICE  
March 2014  
STATEMENT OF UNDERSTANDING (SOU)

The Government Travel Charge Card (GTCC) is mandated to be used by DoD personnel to pay for authorized expenses when an official travel advance is not required. This includes temporary duty travel (TDY), and per Component guidance, permanent change of station (PCS) travel.

Cardholder must check off each item below:

- ☐ I understand that I am being directed to:
  - ☐ Use my card only for expenses incurred by me for official travel, and my dependents, if authorized for PCS travel.
  - ☐ Cardholder receipt of any GTCC upon delivery.
  - ☐ Ensure that my card is activated by my APC before I travel.
  - ☐ Pay all my unpaid charges by the due date on my billing statement, regardless if my travel voucher has been processed.
  - ☐ Use only debit/advance to pay for all remaining charges.
  - ☐ Charge my official expenses to the GTCC whenever possible rather than use cash withdrawals or another form of payment.
  - ☐ File my travel voucher within five business days after completing my travel.
  - ☐ Obtain tax exemption information prior to my trip from <http://www.defense.gov/continuity/continuity-ops/>.
  - ☐ Keep my account number, expiration date and contact information updated in DTS.
  - ☐ Update my contact information with the travel card reader, when necessary.
  - ☐ Notify the travel card reader, and my APC, if my GTCC is lost or stolen.
  - ☐ Complete "Travel Card 101" training initially, and refresher training every three years thereafter.
  - ☐ Complete a "NEW" SOU upon arrival at each new duty assignment, or every three years.
- ☐ I understand that:
  - ☐ Expenses must be submitted within 60 calendar days from the statement date.
  - ☐ If I misuse the card, I will be subject to administrative or disciplinary action.
  - ☐ Cash withdrawals from are part of incidental expenses and not separately reimbursable.
  - ☐ Online, and mobile, access to my account is available at [gtccnavy.com](http://gtccnavy.com).

For additional information on the Travel Card, refer to your APC and the DoD GTCC Regulations <http://www.defense.gov/DoD%20Regulations/GTCC.pdf>.

APC's Name: \_\_\_\_\_ APC's Phone Number: \_\_\_\_\_

\_\_\_\_\_  
Applicant Name/Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Name/Signature

[https://www.navsup.navy.mil/ccpmd/travel\\_card/desk\\_guides](https://www.navsup.navy.mil/ccpmd/travel_card/desk_guides)

The Statement of Understanding (SOU) is the agreement between you and the Government.

The newest SOU can be found on the desk guide tab on the CCPMD website listed on this slide.

Regarding the use of an ATM cash advance, remember this statement from the Government Travel Card Program, Statement of Understanding.

"Charge my official expenses to the GTCC wherever possible rather than use cash withdrawals or another form of payment."

This is the best approach to minimize the risk of your Travel Card account becoming delinquent.

You will be held liable per the terms of this agreement. The agreement should be updated every 3 years,

If the SOU is not updated every three years it doesn't relieve you from the responsibilities outlined in the agreement.

## DON GTCC Cardholder Refresher Training Module 1

### Replacement Travel Card

- **Immediately** verify Travel Card receipt
- Sign the back of the card
- Create Personal Identification Number (PIN) during the activation phone call
- Update your DTS expiration date and pending orders on the DTS website:

[www.defensetravel.dod.mil/Docs/GTCC\\_Profile\\_Update.pdf](http://www.defensetravel.dod.mil/Docs/GTCC_Profile_Update.pdf)

- Contact your APC to ensure your Travel Card is activated

Receipt Verification Sticker



When you receive your Travel Card read the Cardholder Agreement, which contains very important account information. Sign the back of your new card.

Verify receipt of your card immediately and select your own custom 4-digit PIN. This is done by calling the toll-free or collect phone number on the activation sticker on your card. Or you can go online to the website listed on the activation sticker. If you have an existing PIN for ATM access, you can opt to choose the same one.

Once you have confirmed receipt, your old card is no longer usable.

**Destroy your old card by shredding it.**

Update your Defense Travel System (DTS) profile with your new expiration date to prevent declines when making travel reservations. For instructions, go to the DTS website. Notify your APC that you received your card and ensure the card is activated before travel.

Now that your card is ready to use, let's look at some of your responsibilities as a Cardholder.

## DON GTCC Cardholder Refresher Training Module 1

### Cardholder Responsibilities

- Complete this refresher training and sign SOU every three years
- Update personal and account changes
- Immediately notify Bank and APC of lost/stolen card immediately
- ONLY use the card for authorized travel related expenses

As a Cardholder you have some major responsibilities:

Every three years a Cardholder must complete this refresher training and sign an updated SOU.

The Cardholder must notify the APC of any transfers, separation or retirement from the Navy, or card cancellation. In addition the Cardholder is responsible for updating their profile demographics in both the bank's system and in DTS.

The Cardholder must immediately notify the Bank and their APC if their Travel Card is ever lost or stolen.

The Travel Card should only be used for authorized travel expenses.



## DON GTCC Cardholder Refresher Training Module 1

### Cardholder Responsibilities

- Prompt travel claim filing
  - ❑ Within five working days
  - ❑ Every 30 days for long term TDY manual orders
  - ❑ Partial Payments in DTS for long term TDY (over 45 days)
- Prompt and **FULL** payment of account regardless of reimbursement
- Beware of Identity Theft

It is the Cardholders responsibility to file travel claims within five working days of travel completion.

During long-term travel, the Cardholder should submit interim travel claims every 30 days for manual orders and use partial payments in DTS for long term TDY; anything over 45 days. Prompt filing of travel claims is the best means to ensure prompt reimbursement.

One of the most important Cardholder responsibilities is prompt, FULL payment of their Travel Card account. Payment is expected in FULL upon receipt of the billing statement, whether or not reimbursement has been received. The Travel Card is a Charge Card not a Credit Card. The account must be paid in full each month.

And finally, the Cardholder needs to beware of potential identity theft by fraudulent email and telephone scams. This topic is discussed in more detail in a later in the lesson.

If you receive email or phone requests that seem questionable, do not answer them. Instead, inform your APC immediately so that proper steps as quickly as possible.

## DON GTCC Cardholder Refresher Training Module 1

### Travel Card Use

- Use Travel Card for authorized government travel expenses to the greatest extent possible
  - ❑ Lodging, meals, and transportation
  - ❑ Reimbursable dependent travel
- Charge expenses rather than use cash
- ATM usage for official travel expenses

You will use your Travel Card for authorized, Government related expenses, which may include lodging, meals, and/or transportation.

The Travel Card is authorized for travel related expenses ONLY and should never be used for personal purposes or mission related expenses.

Cardholders should endeavor to charge expenses rather than use a cash advance, whenever feasible.

ATM usage for official travel expenses

ATM usage fees are 2.2% of the total amount withdrawn and these ATM fees are not reimbursable.

Do not use ATMs to obtain cash for personal expenses.

## DON GTCC Cardholder Refresher Training Module 1

### Travel Card Use

- Avoid improper, fraudulent, or abusive use:
  - ❑ **NOT** for Group Meals
  - ❑ **NOT** for Personal Use
  - ❑ **NOT** for Mission Related Expenses
- May be subject to disciplinary or administrative action for improper use

Improper, fraudulent, abusive, or negligent use of the travel card will not be tolerated.

This includes any use at establishments that are inconsistent with the official business of DoD such as use at Adult Entertainment Establishments.

Do not use your travel card for group meals, personal use or mission related expenses.

Improper, fraudulent, abusive, or negligent use of the travel card may be subject to disciplinary or administrative action.

## DON GTCC Cardholder Refresher Training Module 1

### State Taxes

- Check the GSA SmartPay Website for the most up to date information on state taxes for lodging when you use GTCC
- If lodging taxes are exempt and a tax exemption form is needed:
  - ❑ Go to the GSA SmartTax site shown here and download it
  - <https://smartpay.gsa.gov/content/state-tax-information>
  - ❑ Bring it to your travel destination
  - ❑ Present the form to the Front Desk, Receptionist, or Clerk upon your arrival

Cardholders should visit the GSA SmartPay Website to determine if the state where you are traveling exempts taxes for lodging when using your GTCC.

If you determine the lodging taxes are exempt and a tax exemption form is needed, print and complete the form, bring it to your travel destination, and present the form to the Front Desk, Receptionist, or Clerk upon your arrival.

The most up to date tax information can be found on the GSA site in the SmartTax Customer Guide:

**SmartTax** Customer Guide

<https://smartpay.gsa.gov/content/state-tax-information>

## DON GTCC Cardholder Refresher Training Module 1

### Travel Card Payment

- Billing cycle ends 6<sup>th</sup> of each month
- Statements mailed within five business days
- Full payment expected by due date
- Suspended after 60 days if not paid

The Travel Card billing cycle ends on the 6<sup>th</sup> of each month and your statement is mailed within 5 business days.

You are responsible for payment in full, for the amount shown on the Travel Card statement, by the due date.

If you do not make payment in full for all undisputed charges, your account will be suspended from use at 60 days past the billing statement date.

If for any reason you can't pay your bill within 60 days contact your APC immediately.

## DON GTCC Cardholder Refresher Training Module 1

### Travel Card Payment

- **Split Disbursement**
- **Online Payments**
- **Pay-by-phone**
- **Western Union**
- **Pay via U.S. Mail, Express Mail, FedEx, UPS, or Airborne**

**Payment Options Guide\***  
Citi® Department of Defense Travel Card Program

Online Payments	Western Union/Quick Collect	Express Mail Payments (FedEx, UPS, Airborne)
Website: <a href="http://citibank.com/dod">http://citibank.com/dod</a>	Quick Collect Western Union	Citi® Department of Defense Travel Card Program
<b>Payment Time Frame</b> Typically within 48 business hours	<b>Payment Time Frame</b> 24 to 48 business hours	<b>Payment Time Frame</b> 24 to 48 business hours
<b>Instructions</b> See payment number for the following information: - 16-digit ABA routing number - Checking account number - Citi® 16-digit Travel Card account number	<b>Instructions</b> Follow links you would like to make a quick collect. Western Union only accepts cash or money orders. - Have your 16-digit Travel Card account number available	<b>Instructions</b> - Have your 16-digit Travel Card account number available - Have your 16-digit Travel Card account number available - Have your 16-digit Travel Card account number available
<b>Pay by mail*</b> 2025, 2024, 2023, 2022, 2021, 2020, 2019, 2018, 2017, 2016, 2015, 2014, 2013, 2012, 2011, 2010, 2009, 2008, 2007, 2006, 2005, 2004, 2003, 2002, 2001, 2000, 1999, 1998, 1997, 1996, 1995, 1994, 1993, 1992, 1991, 1990, 1989, 1988, 1987, 1986, 1985, 1984, 1983, 1982, 1981, 1980, 1979, 1978, 1977, 1976, 1975, 1974, 1973, 1972, 1971, 1970, 1969, 1968, 1967, 1966, 1965, 1964, 1963, 1962, 1961, 1960, 1959, 1958, 1957, 1956, 1955, 1954, 1953, 1952, 1951, 1950, 1949, 1948, 1947, 1946, 1945, 1944, 1943, 1942, 1941, 1940, 1939, 1938, 1937, 1936, 1935, 1934, 1933, 1932, 1931, 1930, 1929, 1928, 1927, 1926, 1925, 1924, 1923, 1922, 1921, 1920, 1919, 1918, 1917, 1916, 1915, 1914, 1913, 1912, 1911, 1910, 1909, 1908, 1907, 1906, 1905, 1904, 1903, 1902, 1901, 1900, 1899, 1898, 1897, 1896, 1895, 1894, 1893, 1892, 1891, 1890, 1889, 1888, 1887, 1886, 1885, 1884, 1883, 1882, 1881, 1880, 1879, 1878, 1877, 1876, 1875, 1874, 1873, 1872, 1871, 1870, 1869, 1868, 1867, 1866, 1865, 1864, 1863, 1862, 1861, 1860, 1859, 1858, 1857, 1856, 1855, 1854, 1853, 1852, 1851, 1850, 1849, 1848, 1847, 1846, 1845, 1844, 1843, 1842, 1841, 1840, 1839, 1838, 1837, 1836, 1835, 1834, 1833, 1832, 1831, 1830, 1829, 1828, 1827, 1826, 1825, 1824, 1823, 1822, 1821, 1820, 1819, 1818, 1817, 1816, 1815, 1814, 1813, 1812, 1811, 1810, 1809, 1808, 1807, 1806, 1805, 1804, 1803, 1802, 1801, 1800, 1799, 1798, 1797, 1796, 1795, 1794, 1793, 1792, 1791, 1790, 1789, 1788, 1787, 1786, 1785, 1784, 1783, 1782, 1781, 1780, 1779, 1778, 1777, 1776, 1775, 1774, 1773, 1772, 1771, 1770, 1769, 1768, 1767, 1766, 1765, 1764, 1763, 1762, 1761, 1760, 1759, 1758, 1757, 1756, 1755, 1754, 1753, 1752, 1751, 1750, 1749, 1748, 1747, 1746, 1745, 1744, 1743, 1742, 1741, 1740, 1739, 1738, 1737, 1736, 1735, 1734, 1733, 1732, 1731, 1730, 1729, 1728, 1727, 1726, 1725, 1724, 1723, 1722, 1721, 1720, 1719, 1718, 1717, 1716, 1715, 1714, 1713, 1712, 1711, 1710, 1709, 1708, 1707, 1706, 1705, 1704, 1703, 1702, 1701, 1700, 1699, 1698, 1697, 1696, 1695, 1694, 1693, 1692, 1691, 1690, 1689, 1688, 1687, 1686, 1685, 1684, 1683, 1682, 1681, 1680, 1679, 1678, 1677, 1676, 1675, 1674, 1673, 1672, 1671, 1670, 1669, 1668, 1667, 1666, 1665, 1664, 1663, 1662, 1661, 1660, 1659, 1658, 1657, 1656, 1655, 1654, 1653, 1652, 1651, 1650, 1649, 1648, 1647, 1646, 1645, 1644, 1643, 1642, 1641, 1640, 1639, 1638, 1637, 1636, 1635, 1634, 1633, 1632, 1631, 1630, 1629, 1628, 1627, 1626, 1625, 1624, 1623, 1622, 1621, 1620, 1619, 1618, 1617, 1616, 1615, 1614, 1613, 1612, 1611, 1610, 1609, 1608, 1607, 1606, 1605, 1604, 1603, 1602, 1601, 1600, 1599, 1598, 1597, 1596, 1595, 1594, 1593, 1592, 1591, 1590, 1589, 1588, 1587, 1586, 1585, 1584, 1583, 1582, 1581, 1580, 1579, 1578, 1577, 1576, 1575, 1574, 1573, 1572, 1571, 1570, 1569, 1568, 1567, 1566, 1565, 1564, 1563, 1562, 1561, 1560, 1559, 1558, 1557, 1556, 1555, 1554, 1553, 1552, 1551, 1550, 1549, 1548, 1547, 1546, 1545, 1544, 1543, 1542, 1541, 1540, 1539, 1538, 1537, 1536, 1535, 1534, 1533, 1532, 1531, 1530, 1529, 1528, 1527, 1526, 1525, 1524, 1523, 1522, 1521, 1520, 1519, 1518, 1517, 1516, 1515, 1514, 1513, 1512, 1511, 1510, 1509, 1508, 1507, 1506, 1505, 1504, 1503, 1502, 1501, 1500, 1499, 1498, 1497, 1496, 1495, 1494, 1493, 1492, 1491, 1490, 1489, 1488, 1487, 1486, 1485, 1484, 1483, 1482, 1481, 1480, 1479, 1478, 1477, 1476, 1475, 1474, 1473, 1472, 1471, 1470, 1469, 1468, 1467, 1466, 1465, 1464, 1463, 1462, 1461, 1460, 1459, 1458, 1457, 1456, 1455, 1454, 1453, 1452, 1451, 1450, 1449, 1448, 1447, 1446, 1445, 1444, 1443, 1442, 1441, 1440, 1439, 1438, 1437, 1436, 1435, 1434, 1433, 1432, 1431, 1430, 1429, 1428, 1427, 1426, 1425, 1424, 1423, 1422, 1421, 1420, 1419, 1418, 1417, 1416, 1415, 1414, 1413, 1412, 1411, 1410, 1409, 1408, 1407, 1406, 1405, 1404, 1403, 1402, 1401, 1400, 1399, 1398, 1397, 1396, 1395, 1394, 1393, 1392, 1391, 1390, 1389, 1388, 1387, 1386, 1385, 1384, 1383, 1382, 1381, 1380, 1379, 1378, 1377, 1376, 1375, 1374, 1373, 1372, 1371, 1370, 1369, 1368, 1367, 1366, 1365, 1364, 1363, 1362, 1361, 1360, 1359, 1358, 1357, 1356, 1355, 1354, 1353, 1352, 1351, 1350, 1349, 1348, 1347, 1346, 1345, 1344, 1343, 1342, 1341, 1340, 1339, 1338, 1337, 1336, 1335, 1334, 1333, 1332, 1331, 1330, 1329, 1328, 1327, 1326, 1325, 1324, 1323, 1322, 1321, 1320, 1319, 1318, 1317, 1316, 1315, 1314, 1313, 1312, 1311, 1310, 1309, 1308, 1307, 1306, 1305, 1304, 1303, 1302, 1301, 1300, 1299, 1298, 1297, 1296, 1295, 1294, 1293, 1292, 1291, 1290, 1289, 1288, 1287, 1286, 1285, 1284, 1283, 1282, 1281, 1280, 1279, 1278, 1277, 1276, 1275, 1274, 1273, 1272, 1271, 1270, 1269, 1268, 1267, 1266, 1265, 1264, 1263, 1262, 1261, 1260, 1259, 1258, 1257, 1256, 1255, 1254, 1253, 1252, 1251, 1250, 1249, 1248, 1247, 1246, 1245, 1244, 1243, 1242, 1241, 1240, 1239, 1238, 1237, 1236, 1235, 1234, 1233, 1232, 1231, 1230, 1229, 1228, 1227, 1226, 1225, 1224, 1223, 1222, 1221, 1220, 1219, 1218, 1217, 1216, 1215, 1214, 1213, 1212, 1211, 1210, 1209, 1208, 1207, 1206, 1205, 1204, 1203, 1202, 1201, 1200, 1199, 1198, 1197, 1196, 1195, 1194, 1193, 1192, 1191, 1190, 1189, 1188, 1187, 1186, 1185, 1184, 1183, 1182, 1181, 1180, 1179, 1178, 1177, 1176, 1175, 1174, 1173, 1172, 1171, 1170, 1169, 1168, 1167, 1166, 1165, 1164, 1163, 1162, 1161, 1160, 1159, 1158, 1157, 1156, 1155, 1154, 1153, 1152, 1151, 1150, 1149, 1148, 1147, 1146, 1145, 1144, 1143, 1142, 1141, 1140, 1139, 1138, 1137, 1136, 1135, 1134, 1133, 1132, 1131, 1130, 1129, 1128, 1127, 1126, 1125, 1124, 1123, 1122, 1121, 1120, 1119, 1118, 1117, 1116, 1115, 1114, 1113, 1112, 1111, 1110, 1109, 1108, 1107, 1106, 1105, 1104, 1103, 1102, 1101, 1100, 1099, 1098, 1097, 1096, 1095, 1094, 1093, 1092, 1091, 1090, 1089, 1088, 1087, 1086, 1085, 1084, 1083, 1082, 1081, 1080, 1079, 1078, 1077, 1076, 1075, 1074, 1073, 1072, 1071, 1070, 1069, 1068, 1067, 1066, 1065, 1064, 1063, 1062, 1061, 1060, 1059, 1058, 1057, 1056, 1055, 1054, 1053, 1052, 1051, 1050, 1049, 1048, 1047, 1046, 1045, 1044, 1043, 1042, 1041, 1040, 1039, 1038, 1037, 1036, 1035, 1034, 1033, 1032, 1031, 1030, 1029, 1028, 1027, 1026, 1025, 1024, 1023, 1022, 1021, 1020, 1019, 1018, 1017, 1016, 1015, 1014, 1013, 1012, 1011, 1010, 1009, 1008, 1007, 1006, 1005, 1004, 1003, 1002, 1001, 1000, 999, 998, 997, 996, 995, 994, 993, 992, 991, 990, 989, 988, 987, 986, 985, 984, 983, 982, 981, 980, 979, 978, 977, 976, 975, 974, 973, 972, 971, 970, 969, 968, 967, 966, 965, 964, 963, 962, 961, 960, 959, 958, 957, 956, 955, 954, 953, 952, 951, 950, 949, 948, 947, 946, 945, 944, 943, 942, 941, 940, 939, 938, 937, 936, 935, 934, 933, 932, 931, 930, 929, 928, 927, 926, 925, 924, 923, 922, 921, 920, 919, 918, 917, 916, 915, 914, 913, 912, 911, 910, 909, 908, 907, 906, 905, 904, 903, 902, 901, 900, 899, 898, 897, 896, 895, 894, 893, 892, 891, 890, 889, 888, 887, 886, 885, 884, 883, 882, 881, 880, 879, 878, 877, 876, 875, 874, 873, 872, 871, 870, 869, 868, 867, 866, 865, 864, 863, 862, 861, 860, 859, 858, 857, 856, 855, 854, 853, 852, 851, 850, 849, 848, 847, 846, 845, 844, 843, 842, 841, 840, 839, 838, 837, 836, 835, 834, 833, 832, 831, 830, 829, 828, 827, 826, 825, 824, 823, 822, 821, 820, 819, 818, 817, 816, 815, 814, 813, 812, 811, 810, 809, 808, 807, 806, 805, 804, 803, 802, 801, 800, 799, 798, 797, 796, 795, 794, 793, 792, 791, 790, 789, 788, 787, 786, 785, 784, 783, 782, 781, 780, 779, 778, 777, 776, 775, 774, 773, 772, 771, 770, 769, 768, 767, 766, 765, 764, 763, 762, 761, 760, 759, 758, 757, 756, 755, 754, 753, 752, 751, 750, 749, 748, 747, 746, 745, 744, 743, 742, 741, 740, 739, 738, 737, 736, 735, 734, 733, 732, 731, 730, 729, 728, 727, 726, 725, 724, 723, 722, 721, 720, 719, 718, 717, 716, 715, 714, 713, 712, 711, 710, 709, 708, 707, 706, 705, 704, 703, 702, 701, 700, 699, 698, 697, 696, 695, 694, 693, 692, 691, 690, 689, 688, 687, 686, 685, 684, 683, 682, 681, 680, 679, 678, 677, 676, 675, 674, 673, 672, 671, 670, 669, 668, 667, 666, 665, 664, 663, 662, 661, 660, 659, 658, 657, 656, 655, 654, 653, 652, 651, 650, 649, 648, 647, 646, 645, 644, 643, 642, 641, 640, 639, 638, 637, 636, 635, 634, 633, 632, 631, 630, 629, 628, 627, 626, 625, 624, 623, 622, 621, 620, 619, 618, 617, 616, 615, 614, 613, 612, 611, 610, 609, 608, 607, 606, 605, 604, 603, 602, 601, 600, 599, 598, 597, 596, 595, 594, 593, 592, 591, 590, 589, 588, 587, 586, 585, 584, 583, 582, 581, 580, 579, 578, 577, 576, 575, 574, 573, 572, 571, 570, 569, 568, 567, 566, 565, 564, 563, 562, 561, 560, 559, 558, 557, 556, 555, 554, 553, 552, 551, 550, 549, 548, 547, 546, 545, 544, 543, 542, 541, 540, 539, 538, 537, 536, 535, 534, 533, 532, 531, 530, 529, 528, 527, 526, 525, 524, 523, 522, 521, 520, 519, 518, 517, 516, 515, 514, 513, 512, 511, 510, 509, 508, 507, 506, 505, 504, 503, 502, 501, 500, 499, 498, 497, 496, 495, 494, 493, 492, 491, 490, 489, 488, 487, 486, 485, 484, 483, 482, 481, 480, 479, 478, 477, 476, 475, 474, 473, 472, 471, 470, 469, 468, 467, 466, 465, 464, 463, 462, 461, 460, 459, 458, 457, 456, 455, 454, 453, 452, 451, 450, 449, 448, 447, 446, 445, 444, 443, 442, 441, 440, 439, 438, 437, 436, 435, 434, 433, 432, 431, 430, 429, 428, 427, 426, 425, 424, 423, 422, 421, 420, 419, 418, 417, 416, 415, 414, 413, 412, 411, 410, 409, 408, 407, 406, 405, 404, 403, 402, 401, 400, 399, 398, 397, 396, 395, 394, 393, 392, 391, 390, 389, 388, 387, 386, 385, 384, 383, 382, 381, 380, 379, 378, 377, 376, 375, 374, 373, 372, 371, 370, 369, 368, 367, 366, 365, 364, 363, 362, 361, 360, 359, 358, 357, 356, 355, 354, 353, 352, 351, 350, 349, 348, 347, 346, 345, 344, 343, 342, 341, 340, 339, 338, 337, 336, 335, 334, 333, 332, 331, 330, 329, 328, 327, 326, 325, 324, 323, 322, 321, 320, 319, 318, 317, 316, 315, 314, 313, 312, 311, 310, 309, 308, 307, 306, 305, 304, 303, 302, 301, 300, 299, 298, 297, 296, 295, 294, 293, 292, 291, 290, 289, 288, 287, 286, 285, 284, 283, 282, 281, 280, 279, 278, 277, 276, 275, 274, 273, 272, 271, 270, 269, 268, 267, 266, 265, 264, 263, 262, 261, 260, 259, 258, 257, 256, 255, 254, 253, 252, 251, 250, 249, 248, 247, 246, 245, 244, 243, 242, 241, 240, 239, 238, 237, 236, 235, 234, 233, 232, 231, 230, 229, 228, 227, 226, 225, 224, 223, 222, 221, 220, 219, 218, 217, 216, 215, 214, 213, 212, 211, 210, 209, 208, 207, 206, 205, 204, 203, 202, 201, 200, 199, 198, 197, 196, 195, 194, 193, 192, 191, 190, 189, 188, 187, 186, 185, 184, 183, 182, 181, 180, 179, 178, 177, 176, 175, 174, 173, 172, 171, 170, 169, 168, 167, 166, 165, 164, 163, 162, 161, 160, 159, 158, 157, 156, 155, 154, 153, 152, 151, 150, 149, 148, 147, 146, 145, 144, 143, 142, 141, 140, 139, 138, 137, 136, 135, 134, 133, 132, 131, 130, 129, 128, 127, 126, 125, 124, 123, 122, 121, 120, 119, 118, 117, 116, 115, 114, 113, 112, 111, 110, 109, 108, 107, 106, 105, 104, 103, 102, 101, 100, 99, 98, 97, 96, 95, 94, 93, 92, 91, 90, 89, 88, 87, 86, 85, 84, 83, 82, 81, 80, 79, 78, 77, 76, 75, 74, 73, 72, 71, 70, 69, 68, 67, 66, 65, 64, 63, 62, 61, 60, 59, 58, 57, 56, 55, 54, 53, 52, 51, 50, 49, 48, 47, 46, 45, 44, 43, 42, 41, 40, 39, 38, 37, 36, 35, 34, 33, 32, 31, 30, 29, 28, 27, 26, 25, 24, 23, 22, 21, 20, 19, 18, 17, 16, 15, 14, 13, 12, 11, 10, 9, 8, 7, 6, 5, 4, 3, 2, 1, 0		

[www.citibank.com/tts/card\\_solutions/commercial\\_cards/docs/dod/paymentoptions.pdf](http://www.citibank.com/tts/card_solutions/commercial_cards/docs/dod/paymentoptions.pdf)

There are many options to pay your statement.

- Split disbursement is the preferred method.
- Online payments
- Pay by phone
- Western Union/Quick Collect
- Pay by mail, express mail, FedEx, Ups, Airborne

You cannot pay your travel card at a Citi location.

For additional details contact your APC, contact the bank, or review the payments guide located at the link on this slide.

[www.citibank.com/tts/card\\_solutions/commercial\\_cards/docs/dod/paymentoptions.pdf](http://www.citibank.com/tts/card_solutions/commercial_cards/docs/dod/paymentoptions.pdf)

## DON GTCC Cardholder Refresher Training Module 1

### Split Disbursement

- Split Disbursement is mandatory for military and civilian personnel for all charges placed on the Travel Card
- Split Disbursement is having DTS or PSD automatically reimburse your Government Travel Charge Card when you submit your travel voucher
- The Proper Utilization of Split Disbursement:
  - ❑ Pays the exact amount due
  - ❑ Eliminates out of pocket payment
  - ❑ Helps prevent account delinquency

Split Disbursement is the process of having the Defense Travel System, DTS, or the Personnel Support Detachment, PSD, automatically reimburse your government travel charge card account when you submit your travel voucher.

The proper utilization of Split disbursement would pay the exact amount due to your Travel Card account when you file your voucher.

Ultimately this means that you will not need to make a payment out of pocket later, and thus it would reduce the possibility of your account becoming delinquent.

DON GTCC Cardholder Refresher Training  
Module 1

## Filing a Split Disbursement Claim

### Two ways to file a claim:

- DTS (Defense Travel System) is the online system that allows you to make reservations and file for reimbursement
- Manual claims use the paper form **DD 1351-2**

There are two ways to file your split disbursement claim; the first method is to use the Defense Travel System and file the claim electronically; or you can use the second method and submit a paper form DD 1351-2.



## DON GTCC Cardholder Refresher Training Module 1

### Account with a credit balance

- It's not permitted to make an unauthorized charge to "use up" the credit
- How to get a credit balance:
  - ❑ Cardholder contacts the Bank to request a credit balance refund
  - ❑ Log into CitiManager to request an EFT - Must be \$4,999 or less for EFT
  - ❑ Sent to DFAS – if Due US contact your APC III for more details



If you inadvertently paid too much to the bank on your Travel Card account and have a credit balance, do NOT make an unauthorized charge in order to "use up" the credit.

Contact the bank at 1-800-200-7056 to have the credit balance refunded to you or you can request an EFT on the CitiManager website.

If you are Due US and want your credit balance sent to DFAS contact your APC III.

DON GTCC Cardholder Refresher Training  
Module 1

## Rental Vehicle Assistance

### DTMO Rental Vehicle Assistance Tool

- Provides the federal traveler assistance when accidents occur while on official travel
- Assists with rental car and truck company customer service matters
- CANNOT use it to file a claim against the government by a third party or rental agency
- Renters should first attempt to resolve issues directly with the rental company

[www.defensetravel.dod.mil/site/rentalCar.cfm](http://www.defensetravel.dod.mil/site/rentalCar.cfm)

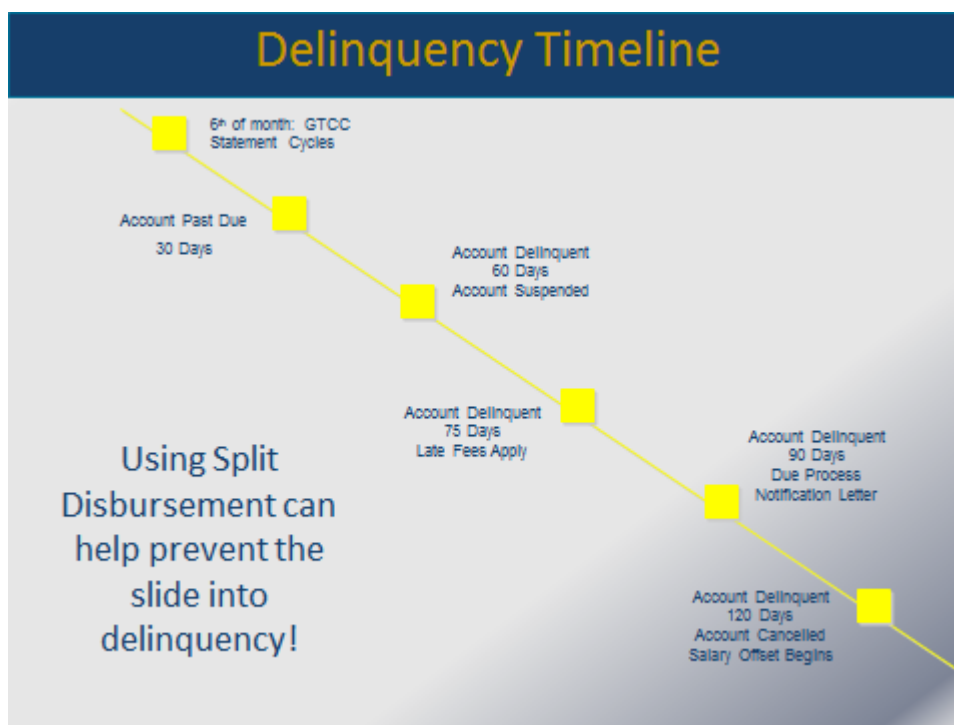
The DTMO Rental Vehicle Assistance Tool is designed to provide assistance to the federal traveler when accidents occur while on official travel, and to offer assistance with rental car and truck company customer service matters.

The DTMO Rental Vehicle Assistance Tool is NOT to be used to file a claim against the government either by a third party, or by the rental agency.

All renters should first attempt to resolve issues directly with the rental company.

Visit the website on the slide for additional information.

## DON GTCC Cardholder Refresher Training Module 1

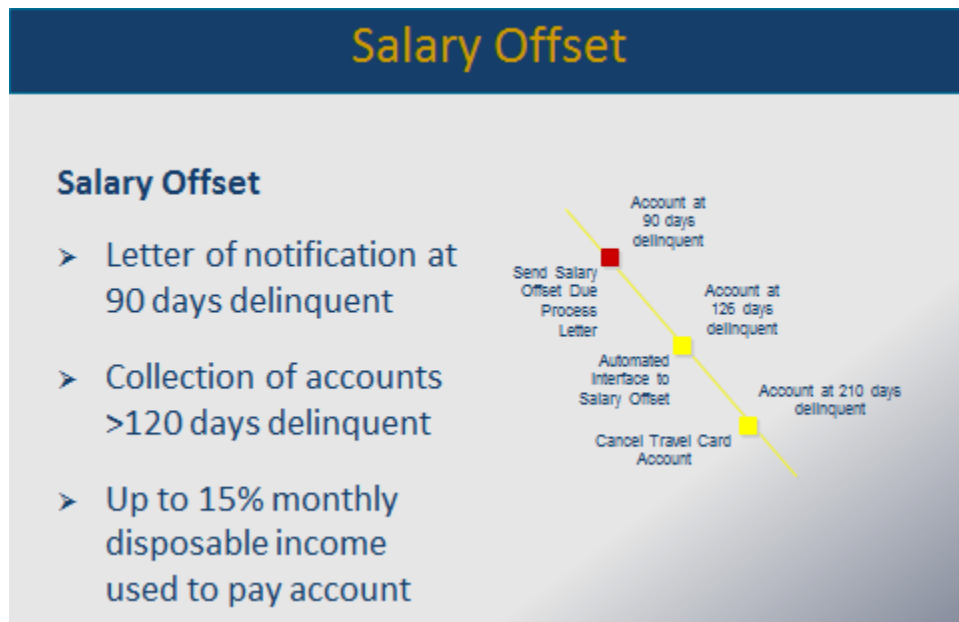


This timeline illustrates what happens to your account status if payment is not made on time.

Using Split Disbursement can help prevent the slide into delinquency!

On the next slide we will look at this in more detail

## DON GTCC Cardholder Refresher Training Module 1



When the account is between day 60 and 120, unless full payment is made on the account, it will be closed and unusable. It will open when full payment of the past due amount has been received and posted to the account.

At Day 75, the first late fee will be charged and then every 30 days thereafter. Late fees are not charged based on the statement date.

If an account is 90 days delinquent, the Bank sends a notification letter to the Cardholder. If the account is not paid in full or payment arrangements are not made within 30 days of receiving the letter the Salary Offset process is started.

At day 126 the account will be cancelled, and will not open with payment. At this point, the account may only be opened with the reinstatement process and only after the balance is paid in full. If arrangements are not made to pay the full balance by day 126, the account will be placed in Salary Offset with additional fees, that are not reimbursable.

Up to 15% of the Cardholder's monthly disposable income is used to pay the delinquent account.

## DON GTCC Cardholder Refresher Training Module 1

### Check-in/Check-out Procedures

#### Check-in

- ☐ Sign new Statement of Understanding (SOU) and take refresher training
- ☐ Current address information

#### Check-out

- ☐ Be sure APC has estimated date at new command
- ☐ Provide APC with a copy of your Orders
- ☐ Update Your Information
- ☐ Account is paid in full



When you change assignments, you need to follow proper procedures for check-in and check-out.

When checking-in with your new APC, you will need to sign a new Statement of Understanding and possibly take Cardholder refresher training.

In addition, you will need to provide the APC with your current address or any other changes that may affect your account.

When checking-out, provide the APC with your new command and estimated arrival date.

Also, make sure you give your new address to the APC so your account information can be updated to ensure you receive your bank statements promptly.

Also, provide your APC with a copy of your orders.

Be sure your contact information is up to date and your travel card has no remaining balance.

## DON GTCC Cardholder Refresher Training Module 1

### Module Objective Review

- Updating Travel Card Requirements
- Statement of Understanding
- Receiving a Replacement Travel Card
- Cardholder Responsibilities
- Travel Card Use
- State Taxes
- Travel Card Payment

In this lesson will covered 15 objectives.

- Updating Travel Card Requirements
- Statement of Understanding
- Receiving a Replacement Travel Card
- Cardholder Responsibilities
- Travel Card Use
- State Taxes
- Travel Card Payment

## DON GTCC Cardholder Refresher Training Module 1

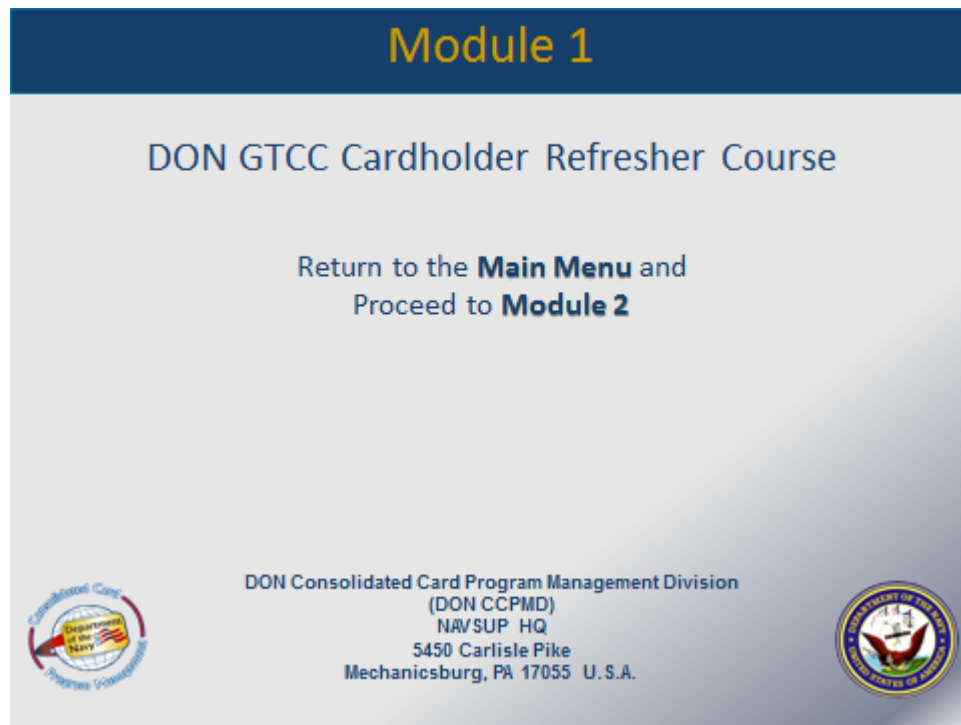
### Module Objective Review

- Split Disbursement
- Filing a Split Disbursement Claim
- Credit Balance
- Rental Vehicle Assistance
- Delinquency Timeline
- Salary Offset
- Check-in/Check-out Procedures

Continuing our review of the objectives of this module ...

- Split Disbursement
- Filing a Split Disbursement Claim
- Account with a credit balance
- Rental Vehicle Assistance
- Delinquency Timeline
- Salary Offset
- Check-in/Check-out Procedures

# DON GTCC Cardholder Refresher Training Module 1



This concludes Module 1 of the GTCC Cardholder Refresher course.

Return to the **Main Menu** and Proceed to **Module 2**.